

LifeLine contacts received and closed by CAB during the month of April 2018

Data Pull Date:

Section I - Phone LifeLine Contacts Appeals and Billing Contacts by Subcategory

LifeLine Phone Contacts in CAB ¹													
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Received and closed	82	90	100	75	88	75	96	98	68	78	50	115	141
LifeLine Appeals Subcategories													
LL Customer Did Not Return Form	6	1	2	1	3	1	1	0	2	0	0	4	5
LL Documents Not Provided/Does Not Meet Guidelines	1	0	1	0	0	1	1	0	0	0	0	0	1
LL Form Complexity	9	13	9	7	9	6	5	5	3	10	6	11	16
LL IDV Identity Verification	0	2	0	0	0	0	0	1	1	2	0	3	7
LL Initials Missing	2	0	0	0	0	1	1	0	1	0	0	0	1
LL No Carrier Authority	0	1	0	0	1	0	0	3	1	1	0	5	1
LL Nondeliverable	0	0	1	0	0	0	0	3	0	1	0	2	0
LL Policy/Practices	39	51	54	41	46	29	49	52	40	37	17	51	70
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Qualifying Method Not Selected	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Signature/Printed Name Does Not Match/Missing	0	1	2	0	0	0	0	0	0	0	0	1	2
LL SSN/DOB/Tribal ID Not Provided	0	0	0	0	0	0	0	0	1	0	0	0	0
LL Tribal	0	0	1	0	0	0	0	0	0	0	0	0	0
LL TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Appeals	57	69	70	49	59	38	57	64	49	51	23	77	103
LifeLine Billing Subcategories													
LLB Address Error	0	3	2	4	2	0	1	2	0	1	2	1	2
LLB Application Request	5	2	2	3	5	3	4	3	2	4	2	4	2
LLB Approved for Discount	2	4	7	3	1	12	9	5	3	6	4	8	6
LLB Discount Switched to Other Carrier	1	0	2	2	1	3	9	6	4	3	4	7	9
LLB Federal Program/Equipment	17	12	17	14	19	19	16	18	9	13	15	17	19
LLB New Phone Service Not LL Eligible	0	0	0	0	0	0	0	0	1	0	0	0	0
Total Billing	25	21	30	26	28	37	39	34	19	27	27	37	38
LifeLine Freeze Subcategories													
LLF Address Change			0	0	0	0	0	0	0	0	0	0	0
LLF Enrollment Freeze			0	0	0	0	0	0	0	0	0	0	0
LLF Failure to Provide Service			0	0	1	0	0	0	0	0	0	1	0
LLF Federal Violation			0	0	0	0	0	0	0	0	0	0	0
LLF Late Fees			0	0	0	0	0	0	0	0	0	0	0
LLF State Violation			0	0	0	0	0	0	0	0	0	0	0
Total Freeze	0	0	0	0	1	0	0	0	0	0	0	1	0

Section II - Written LifeLine Contacts Received and Closed by Case Type

LifeLine Written Contacts in CAB	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Received													
LL Appeals (Landline & Wireless) Received	148	202	159	118	130	110	112	105	100	134	142	168	184
LL Billing Received	56	79	75	53	64	75	65	57	43	64	67	108	61
LL Complaints Received	2	0	2	3	1	1	4	1	1	2	2	5	1
LL Inquiries Received	13	51	22	21	29	34	24	32	29	24	24	23	12
LL Assignment Pending	43	8	45	35	27	2	24	9	16	34	18	33	35
LL Enrollment Request Freeze		0	0	1	0	0	1	0	0	1	0	0	
LL Discount Transfer Freeze		0	0	0	1	0	1	0	0	0	0	0	
Total Written Contacts Received	262	340	303	231	252	222	231	204	189	259	253	337	293
Closed													
LifeLine Appeals Closed	129	196	215	147	130	157	115	95	100	139	145	176	177
Landline Appeals	81	105	97	60	64	73	58	40	54	74	107	117	113
Wireless Appeals	48	91	118	87	66	84	57	55	46	65	38	59	64
LL Billing Closed	79	71	64	101	66	73	64	69	59	53	85	88	86
LL Complaints Closed	1	1	0	1	0	0	1	2	0	0	1	2	4
LL Inquiries Closed	14	29	50	36	39	58	20	48	28	37	36	31	25
LL Enrollment Request Freeze			1	1	0	1	1	0	0	1	0	0	
LL Discount Transfer Freeze			0	0	1	0	0	2	0	0	0	0	
LL Unknown ² Closed	0	1	0	2	0	0	0	0	1	1	1	0	2
Total Written Contacts Closed	223	298	330	288	236	289	201	216	188	231	268	297	294

Section III - Written Closed LifeLine Appeals and Billing Contacts by Subcategory

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	April		
LifeLine Appeals (Landline & Wireless)														Denial Overturned ³		Denial Upheld ³
LL Customer Did Not Return Form	33	56	59	50	46	69	49	34	28	38	34	37	41	2	39	
LL Documents Not Provided/Does Not Meet Guidelines	20	46	41	27	22	24	25	22	22	19	21	21	13	8	1	
LL Form Complexity	8	10	6	1	7	8	5	4	3	4	4	9	5	0	3	
LL IDV Identity Verification	15	27	23	9	5	7	6	10	15	45	57	67	83	51	24	
LL Initials Missing	15	15	20	21	15	16	10	16	11	17	10	14	12	0	12	
LL No Carrier Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL Nondeliverable	0	0	0	0	0	1	0	0	0	0	1	0	0	0	0	
LL Policy/Practices	5	4	12	12	6	10	11	2	2	2	7	4	1	0	1	
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL Qualifying Method Not Selected	5	2	3	0	3	0	0	3	0	1	1	2	2	1	0	
LL Signature/Printed Name Does Not Match/Missing	24	30	41	16	20	14	6	1	10	6	4	15	13	2	11	
LL SSN/DOB/Tribal ID Not Provided	4	6	10	11	6	8	3	3	9	7	6	7	7	3	4	
LL Tribal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL TTY	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total Appeals	129	196	215	147	130	157	115	95	100	139	145	176	177			
LifeLine Billing														VoIP	Wireless	Wireline
LLB Address Error	7	6	5	12	5	7	4	7	12	4	7	5	7	0	6	1
LLB Application Request	27	19	22	28	19	25	16	16	11	18	43	47	57	3	20	34
LLB Approved for Discount	17	12	9	21	14	12	15	11	9	11	12	13	6	0	4	2
LLB Discount Switched to Other Carrier	5	6	3	8	7	10	8	17	13	9	10	9	7	0	6	1
LLB Federal Program/Equipment	23	28	25	32	21	19	21	15	14	11	13	14	9	0	9	0
LLB New Phone Service Not LL Eligible	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0
Total Billing	79	71	64	101	66	73	64	69	59	53	85	88	86			
LifeLine Freeze ⁴																
LLF Address Change			0	0	0	0	0	0	0	0	0	0				
LLF Enrollment Freeze			1	1	0	1	1	0	0	1	0	0				
LLF Failure to Provide Service			0	0	1	0	0	2	0	0	0	0				
LLF Federal Violation			0	0	0	0	0	0	0	0	0	0				
LLF Late Fees			0	0	0	0	0	0	0	0	0	0				
LLF State Violation			0	0	0	0	0	0	0	0	0	0				
Total Freeze	0	0	1	1	1	1	1	2	0	1	0	0	0			

Disclaimer: The LL data provided above is a snapshot in time; that is, there may be slight variations in numbers reported for past periods due to factors including but not limited to cases being reopened and updates to coding based on quality assurance audits.

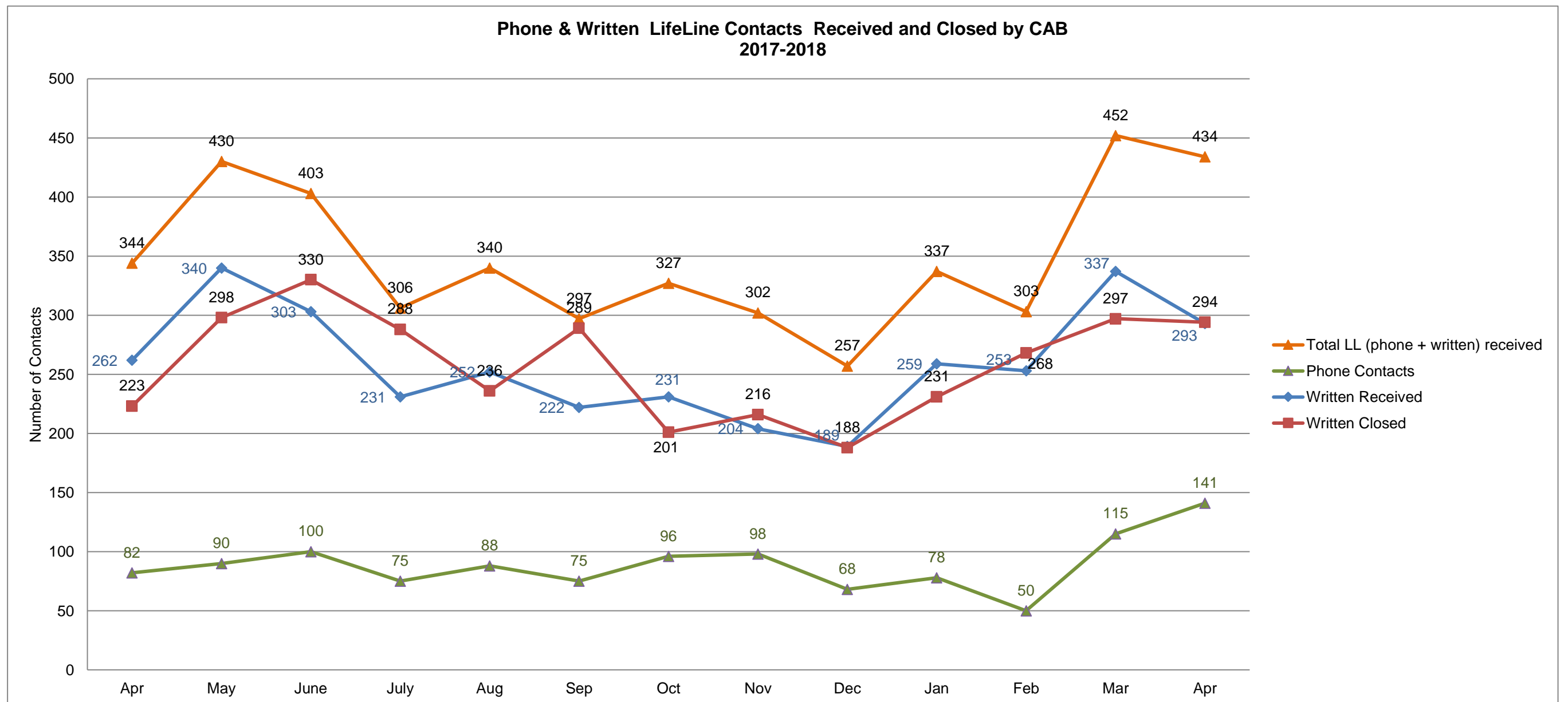
¹ Phone contacts are closed the same day they are received.

² Unknown are cases for which insufficient information is available (e.g. insufficient customer information to identify customer such as no address, a more information letter that received no response), which prevents their specific assignment. These cases are normally closed/autoclosed with a category and/or subcategory of unknown, and/or a disposition of Unresponsive Consumer-More Info Needed.

³ Denial Overturned and Denial Upheld may not add to the total number of cases closed for a particular category as there are other dispositions that might apply, such as Unresponsive Consumer-More Info Needed.

⁴ LifeLine Freeze Case Type and Subcategories have been deactivated to reflect changes in the LifeLine program effective April 1, 2018.

LifeLine Consumer Contacts Received and Closed by CAB - Thirteen months trend



	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Total LL (phone + written) received	344	430	403	306	340	297	327	302	257	337	303	452	434
Phone Contacts	82	90	100	75	88	75	96	98	68	78	50	115	141
Written Received	262	340	303	231	252	222	231	204	189	259	253	337	293
Written Closed	223	298	330	288	236	289	201	216	188	231	268	297	294